



**DEPARTMENT OF THE ARMY**  
**OAHU BASE SUPPORT BATTALION**  
**SCHOFIELD BARRACKS, HAWAII 96857-5000**

REPLY TO  
ATTENTION OF:

APVG-GBS

SUBJECT: Agent Cards Standard Operating Procedures

1. PURPOSE: To establish command policy regarding authorization and renewal of agent cards in United States Army Garrison, Hawaii.

2. REFERENCES:

- a. DOD Dir. 1330.9, Armed Forces Exchange Regulations
- b. DOD Dir. 1330.17, Armed Services Commissary Store Regulations
- c. MOA between Uniformed Services and Hawaii Joint Interservices Resource Study Group
- d. AR 600-8-14, Identification Cards for Members of the Uniformed Services, Their Eligible Family Members, and Other Eligible Personnel
- e. AR 60-20, Army and Air Force Exchange Service Operating Policies

3. GENERAL. An authorized commissary or exchange patron may designate an agent to make purchases on his or her behalf. In extreme cases when no adult dependent member of the patron's household is capable of shopping due to the sponsor being deployed or physically disabled, or when the spouse is unable to shop due to a disability, a temporary (up to one year) designation of a nondependent agent may be made at the discretion of the local commanding officer for a period not to exceed 1 year or the duration of the disability, whichever occurs first. Such authorizations may be renewed where the extreme hardship continues to exist.

a. An agent card is issued to approved individuals for the following reasons only:

(1) They are caring for dependent children of an Active Duty member who will be off-island (TDY, permissive TDY, illness in the family, FTX, etc.).

NOTE: If a sponsor is PCSing and leaving children behind with a relative for their own convenience, an Agent Card will not be used. The child must be living with the sponsor to receive privileges. The exception is if a member is going PCSing on an unaccompanied tour. In this case, an agent letter may be authorized.

(2) They are assisting a retired member or spouse with shopping due to severe illness or disability.

(3) They are a divorced spouse of active duty military and have custody of children with valid ID cards. ID cards will be checked to verify authorized privileges.

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b. Procedures for Obtaining an Agent Card:

(1) In cases of illness or handicap, obtain a letter from a doctor stating reasons for needing an agent card. (This letter will be issued for one year or until patient is expected to recover, whichever is sooner.)

(2) In a case of TDY, supply a copy of the orders. An agent card will be issued for the period of absence only. This applies to single parents only.

(3) For divorced spouse, a card will be issued for one year, providing the ID card is valid for that long. Once a child reaches 16 years of age, an agent card is not issued.

(a) Sponsor and children must have valid ID cards.

(b) Agent must produce driver's license and proof of guardianship, or proof of request from the sponsor who needs an agent.

(c) The agent will also be asked to sign a statement indicating they have read the rules and will abide by them.

c. Rules for Agents:

(1) An agent must realize that purchases can be made only for the sponsor's use and not for the agent. Purchases will be monitored by the Commissary and Exchange to ensure items are for the sponsor only.

(2) The Exchange or Commissary may ask the agent for another ID, such as a drivers license or state ID.

d. Rules for Sponsors:

(1) Sponsors should choose their agent carefully. Only one agent will be authorized for the period the card is valid.

(2) If the agent is operating a motor vehicle that is not registered on post, the agent must obtain an Installation Access Pass. Requests for the pass are available at the appropriate community coordinator location. The agent card does not automatically provide entrance to the post.

e. Community Director's Agent Card Section:

(1) Have sponsor fill out the agent form with all required information.

(2) Have agent read the statement at the bottom of form and sign it. This will be filed in the agent card files by the patron's last name.

(3) Make copy of all ID cards.

(4) Keep a running log of card numbers and cards issued.

(5) Ensure all ID cards are checked carefully to verify privilege authorization. Recertify by calling and researching all supporting documents if it is believed that there has been an error. Some children of divorced parents will not have any privileges by choice of the sponsor, some elderly patrons may not be alive after a certain time frame, or some children may not qualify to need agents.

4. RESPONSIBILITIES: Appropriate Community Director's Agent Card Section.

FOR THE COMMANDER:

Original Signed  
ROBERT FROSCH  
Operations Officer